

Easton and Otley College's Privacy Notice

Who Are We?

Easton and Otley College is a further and higher education college offering a range of courses and qualifications, including apprenticeships, undergraduate degrees and vocational training. The Corporation was established under the Further and Higher Education Act 1992 and is an exempt charity for the purposes of the Charities Act 2011. We are registered with Ofsted (UK Provider Number 122524) with our registered address being: Easton and Otley College, Easton, Norwich, Norfolk, NR9 5GA

We are the data controller of personal information about you. Our Data Protection Officer is Chris Nix. If you have any questions about this policy or the ways in which we use your personal information, please contact our Data Protection Officer care of the college address or by email DPO@eastonotley.ac.uk.

This privacy notice has been prepared in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Data Protection Act 2018.

What Information We Collect and How It Is Processed

The information that you give us

Enrolled Student

As part of your admission to the College we may collect your personal details including: name, address, date of birth, email address, work assessment data, dates of attendance, exam/test results, ethnicity, health information, behaviour record, gender and sex-related information, special needs details, photos, funding information, bank details, pre-pay card information (to use in cafeteria), the work that you create, former school, employer information.

Applicants

As part of your application to the College we will collect your personal details which may include: name, address, date of birth, email address, exam/test results, ethnicity, health information, behaviour record, gender and sex-related information, special needs details.

Visitors to our websites and employers

This includes for example:

- employers who purchase training from us
- employers who take a student on work experience or placement
- employers who employ an Apprentice
- Individuals who are customers of the college's commercial operations e.g. short courses, sports centre
- Individuals who request information from us

<i>General Privacy Policy</i>			
Last review date	25 th May 2018	Status	Final
Next review date	25 th May 2019	Post-holder responsible:	<i>Data Protection Officer</i>
		Approval required from:	SLT

What data we gather

We may collect a range of information including, but not limited to the following:

- name, profession,
- contact information including, phone, email and postal addresses
- educational information including qualifications, predicted grades, learning support needs
- Diversity data (e.g. sex, age, ethnicity, disability)
- Financial information i.e. bank and insurance details
- Information about personal preferences and interests
- Company information e.g. financial, staff, training needs analysis, email tracking
- Individual achievements, attendance, results and performance on programme of study
- Website and marketing usage data

The uses made of your personal information

Enrolled Students

We will use your information to manage and administer your education. This will include putting together class lists, trip lists, for sending event invitations, for communicating with you, for dealing with admissions, for putting together reports and registers, to check entrance exam results, to allocate you to the correct classes for assessments, to make arrangements for exams or visits, to consider whether to offer places to students, to consider whether special provision or assistance is required for exams, and visits, employer information (for example apprentices and day release students), to identify students who cannot be used for marketing photos, to ensure you place is appropriately funded, to pay/receive payment to/from you, to be able to tell other colleges your attendance dates if you leave, for purposes of teaching a monitoring your achievement.

Applicants

We will use your information to manage and administer your application and enrolment process. This will include, contacting you to arrange an interview, sending out invitations for interviews, sending out general college event invitations, communication with you to update you with your application and the next steps in the process, promoting the college's facilities and encouraging you to engage with fellow applicants.

Parents/Guardians/Carers

For parents/guardians/carers, of students under 18 (on the 31st August in the year they enrol) or students over 19 with and Educational Health and Care Plan, we will use your contact details for emergencies and to update you in your child's progress.

Employers

Collecting this data helps us provide you with a service which meets your needs, specifically, we may use data:

- to meet our legal and statutory duties and responsibilities
- to process applications, enrolments and workforce development programmes and contracts

- for our own internal records so that we can provide you with a high quality service
- to contact you in response to a specific enquiry
- to customise our services so they work better for you
- to contact you about services, products, offers and other things provided by us which we think may be relevant to you
- to contact you via e-mail, text, telephone or mail for research purposes.

At no time will we assume your permission to use information that you provide for anything other than the reasons stated here.

We hold the details you provide us with in order to deliver programmes of study, Apprenticeships, workforce development programmes and other services which meet your specific needs.

We only use these details to provide the service you have requested and for other closely related purposes. For example, we might use information about people who have enquired about a course to carry out a survey to find out if they are happy with the level of service they have received or we might use information about an employer offering a student work experience to contact them about a new Apprenticeship scheme or grant.

You are able to request that we stop contacting you at any time.

Information may by necessity be disclosed to appropriate staff members of Easton & Otley College and to government bodies to fulfil our statutory responsibilities such as the Education and Skills Funding Agency, Ofsted, the Department for Education and auditors or to local partners.

Any personal information we hold about you is processed in accordance with the General Data Protection Regulation (EU) 2016/679 ("GDPR") and the Data Protection Act 2018.

The legal basis on which we collect and use your personal information.

Generally, the information is processed as part of our public interest task of providing education and services to you.

Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

How long we keep your personal information.

Curriculum and learner records for learners who enrol		
FE and HE student funding records including achievements	6 years from the date of leaving or in the case of government funded Adult and Apprenticeship records ¹ matched to ESF programme periods ²	In case of litigation for negligence – limitation period
Student personal and academic references	At least 10 years	In case of litigation for negligence – limitation period
Parent/Guardian/Carer contact details	6 years from the date of leaving	

HE student examination scripts and records relating to assessment	5 years	Memorandum of Agreement with UEA (Oct 2003)
HE student results records	In perpetuity	Memorandum of Agreement with UEA (Oct 2003)
Complaints from students or parent/guardian/carer (for learner who are aged under 18 or are vulnerable learners)	5 years	
The date of registration with the awarding organisation(s), their learner registration number the Assessors' and tutors' names for each qualification, the Internal Quality Assurer's name (or names), who assessed what and when, the assessment decision, the assessment methods used for each unit, the location and storage location of the supporting evidence, who quality assured what and when, the sample selected and the rationale for choosing that sample, the sampling strategy, Internal Quality Assurer standardisation meetings, along with any evidence of internal updating, Assessor support meetings, Assessor and Internal Quality Assurer competence, including copies of certificates, CVs and records of their continuing professional development and their monitored progress towards required qualification, Records of certificates claimed – who claimed them and when, Records of appeals – who appealed, about what, when, and the outcome.	Current +3yrs	Awarding organisation requirement
Applicants who do not enrol		
The applicant's name, date of birth and contact address	From Sept of academic year +2 years	
The applicant's name, date of birth and contact address	From Sept of academic year +2 years	
Applicants academic record and information	From Sept of academic year +2 years	
Applicants health/educational needs/ information as disclosed in the application form	From Sept of academic year +2 years	

Employers		
Employers with apprentices and/or FE and HE work experience students	6 years from the date of leaving or in the case of government funded Adult and Apprenticeship records ¹ matched to ESF programme periods ²	
We will hold all you data records in a Customer Relationship Management System (CRM) hosted by our partner Focus on Business but agree never to share your data unless we have sought your consent.		If we have not had contact from you within the terms stated in the retention policy we will automatically remove you from our database and CRM systems.

1. SFA funding to include all Adult classroom and all Apprenticeship programmes.
2. 2007-13 ESF programmes archived till at least 31.12.2022. 2014 -2020 archived till at least 2029

How we share your personal information.

This section of the privacy notice is issued by the Education and Skills Funding Agency (ESFA), on behalf of the Secretary of State for the Department of Education (DfE). It is to inform learners how their personal information will be used by the DfE, the ESFA (an executive agency of the DfE) and any successor bodies to these organisations. For the purposes of relevant data protection legislation, the DfE is the data controller for personal data processed by the ESFA.

Your personal information is used by the DfE to exercise its functions and to meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a unique learner number (ULN) and a personal learning record (PLR). Your information will be securely destroyed after it is no longer required for these purposes.

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing is in compliance with data protection legislation.

The English European Social Fund (ESF) Managing Authority (or agents acting on its behalf) may contact you in order for them to carry out research and evaluation to inform the effectiveness of training. In addition, we may also share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

Organisation / type of organisation:

Learner Records Service; University of East Anglia; Suffolk County Council; Norfolk County Council; Essex County Council; Employer Data Records Service

Purpose:

Generally, the information is processed as part of our public interest task of providing education to you.

Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

We may also share your personal information with third parties who provide services to the College.

Organisation / type of organisation:

City and Guilds, Assessment and Qualifications Alliance, Pearsons (formally Edexcel); NPTC; Construction Skills; ABC Awards; ACTIVE IQ; BIIAB; BPEC; Chartered Institute of Environmental Health; Construction Skills Certificate Scheme; DVLA; EAL; 1st4sport; GATEWAY; ILM; IMI Awards; OCR; Inspire Suffolk; Royal Horticultural Society; YMCA; Apprenticeship Certificates England; Microsoft Office 365; MyDay; TOPDesk; TurnItIn; Service:

Purpose:

Generally, the information is processed as part of our public interest task of providing education to you.

Where that information is special category personal information (e.g. medical information) we will process it because there is a substantial public interest for us to do so.

How we transfer your personal information outside Europe.

We do not store or transfer your personal data outside Europe.

Marketing

The information that you give us

For marketing purposes we may collect data including: names, addresses, telephone numbers dates of birth, email addresses, former school information, course interests and year group.

The uses made of your personal information

We would like to send you information about a range of our courses, and other services that we offer, which we feel may be of interest to you. If you have consented to receive promotional information from us, you may opt out at a later date.

You have right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email us.

We will not share your information for marketing purposes with third-party organisations, not already named in the processing agreement, outside of Easton and Otley College.

The legal basis on which we collect and use your personal information.

Where you have previously studied at the College or commenced an application process with us before, then we will send you information about the courses we provide on the basis of our legitimate business interests. In doing so, we will comply with the

requirements of the “soft opt in” and offer you an opportunity to refuse marketing when your details are first collected and in subsequent messages (by way unsubscribe).

Any other marketing we carry out will be on the basis of consent.

How long we keep your personal information.

We will hold your personal information for 2 years.

How we share your personal information.

We may share your personal information with third parties who provide services to the College.

Organisation / type of organisation:
Cavalier Mailing House

Service:

To provide mailing service to applicants who do not progress to and active enrolment to raise awareness for other Further Education or Higher Education course we offer.

Will we monitor your use of the college’s computers?

We will monitor how you use the College’s equipment and computers and what websites you go on when you are browsing the internet at College. This is because we have legal obligations to protect you, and we also have a legitimate interest in making sure you are using our computer equipment correctly and that you are not looking at any inappropriate content.

If you want to browse the internet privately, you will need to use your own devices which are not linked to the College’s network or internet connection.

Your rights over your personal information

You have a number of rights over your personal information, which are:

- the right to make a complaint to the Information Commissioner’s Office (ICO) if you are unhappy about the way your personal data is being used – please refer to the ICO’s website for further information about this (<https://ico.org.uk/>);
- the right to ask us what personal information about you we are holding and to have access to a copy of your personal information;
- the right to ask us to correct any errors in your personal information;
- the right, in certain circumstances such as where our use of your personal information is based on your consent and we have no other legal basis to use your personal information, to ask us to delete your personal information;
- the right, in certain circumstances such as where we no longer need your personal information, to request that we restrict the use that we are making of your personal information;
- the right, in certain circumstances, to ask us to review and explain our legitimate interests to you; and

- the right, where our use of your personal information is carried out for the purposes of an agreement with us and is carried out by automated means, to ask us to provide you with a copy of your personal information in a structured, commonly-used, machine-readable format.

CHANGES TO OUR PRIVACY POLICY

We keep our privacy policy under regular review. Any changes we make to our privacy policy in the future will be notified to you by email.